Agency Best Practices to Manage EUC/Service Desk Consumption

Best Practice: Reconcile the Bill with Agency Consumption Reports

The agency should always begin consumption management of GETS services by *reviewing* and *understanding* the reports that document its use of these services and *reconciling* that information with its monthly invoice. For EUC/Service Desk services, the agency should review the Invoice Detail Report for EUC found on the GETS Portal that includes the following information:

- Agency Name and Cost Center
- Description ? Campus or Remote
- Asset Tag and Serial Number
- User Name and ID
- Usage Dates
- Invoice Number
- Rate and Amount Charged

If more information is required, there are other reports available, including the GETS/Legacy EUC device count report, the active/idle status report, and the connection report, to ensure that the count of EUC devices and their active/idle and connection status is accurate This includes EUC devices that have been reported as lost or stolen. Please contact the GTA Customer Relationship Manager assigned to your agency if you need access to these reports.

If a potential discrepancy is identified:

- The agency should first match the expected change with the invoice collection date. Some services do not roll off the agency?s bill for almost two months depending on the request date.
- Once the agency determines that the discrepancy was not caused by the invoice collection date, the agency should submit a dispute using the Finance tab in the Remedy Service Request Catalog.

Best Practice: Right-size the Agency?s Count of EUC Devices

Reduction of an agency?s count of EUC devices reduces hardware service charges and EUC RUs. The

agency should get rid of unused or redundant devices, including those in the storage closet!

However, removing EUC devices from an agency incurs an IMAC charge if a desk side visit is required. The agency must assess the financial impact and the timing to determine if it would be more cost effective to postpone desk side changes if an EUC refresh period is imminent. In the meantime, the agency could change device status to idle and not connected to decrease RUs.

Best practice: Match the EUC Device to Worker Function

Since there is a cost differential for desktops, laptops, and premium devices, the agency should match the EUC device to the functions the worker performs. For example, an agency staff member may have both a desktop computer and a laptop computer when consolidation to a single device would still allow the employee to perform all work functions. Additionally, a staff member may be assigned a premium device when a standard, less costly device would suffice. As described above, the agency should assess the financial impact and timing of changes to existing EUC.

Source URL: http://gta.georgia.gov/book-page/agency-best-practices-manage-eucservice-desk-consumption